Communication Systems and System Support

Service Name: Trunked Radio Support

1. Service Description: Fort Detrick DOIM provides trunked radio support to Fort Detrick customers that include subscriber service local and long distance within the National Capital Region's (NCR) trunked radio system coverage path. Charges for work orders for new equipment, radio repairs, or installations are outside of the SLS and are billed accordingly.

2. DOIM Responsibilities:
   a. Provide Trunked Radio System-Infrastructure (Users must provide own connection equipment)
   b. Non-Tactical Trunked Radios (NTTR): Provide separate narrow band digital trunking for firefighting, ambulance/emergency medical, law enforcement, environmental, garrison operations, and range control organizations to include maintenance of infrastructure.

3. Service Level Metrics: Meet 95% reliability (as defined in IT Metrics), 95% access, and 98% coverage.

4. Customer Responsibilities: Provide necessary connection equipment.

5. Questions/Contact Information: If you have any questions or would like to obtain this service, please contact your Customer Account Manager (CAM) or check the DOIM web site at: http://doim.detrick.army.mil. If you do not know your CAM or your organization does not have a CAM assigned please contact the DOIM Help Desk at 301-619-2049 or via email at: *usagdoimhelpdesk@amedd.army.mil*.